

SUCCESS STORY

Rehrig Pacific Co

Northwest Pennsylvania Industrial Resource Center

“After discussing possible solutions for our communications and role conflicts, NWIRC was able to suggest service providers to help move our organization forward. Upon completion of our Workforce Development project, we have improved communications and role expectations among teams in various parts of our organization. Operations are now more efficient and fluid.” Sam Bernal, Plant Manager

Map for Employee Growth Impacts Bottom Line

ABOUT. Rehrig Pacific, located in Erie, Pennsylvania, manufactures very large plastic injection molded parts, including milk crates, soda crates, and pallets. The company operates two of the largest injection presses in the region. It was founded in 1913 and currently employs 120 people.

THE CHALLENGE. Rehrig Pacific's current growth plan includes identifying and minimizing wastes through Continuous Improvement programs, increasing operating efficiencies and reducing overall operating costs. To this end, management wanted to improve Rehrig's communications and efficiencies. They contacted the Northwest Pennsylvania Industrial Resource Center (NWIRC), a NIST MEP affiliate, to help them address their need. After querying Rehrig about their communication needs, discussing ideas and solutions, NWIRC identified a leadership development affiliate, Vie Associates, to help with the project.

MEP'S ROLE. Vie Associates provided a three-day customized Workforce Development course for management personnel. The course focused on Rehrig's desired culture and core competencies, covering skills for maintaining an engaged workforce. Additionally, Vie Associates created a customized fundamental training program for non-management personnel to educate them on the importance and benefits of developing the core organizational culture and how it affects their job and future growth potential.

Following the Workforce Development Program, Rehrig developed a standardized review system that clearly defines employee responsibilities, how to "get better," and potential for growth opportunities within the company. Management and cell leaders developed leadership skills to help coordinate team member activities, enhance communications and improve efficiencies. The company outlined team member rolls and established techniques for understanding the impact of individual performances on other functions in the plant.



RESULTS



Created **2** new jobs



Retained sales of **\$200,000**



Improved process flow by reducing downtime by **10%**



~\$400,000 cost savings

NEXT STEPS



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